

AN AMENDED RESOLUTION BY:

FINANCE/EXECUTIVE COMMITTEE

AUTHORIZING THE MAYOR TO ACCEPT DONATIONS FROM A FOUNDATION ON BEHALF OF THE CITY FOR USE BY THE CITY TO PROVIDE FUNDING FOR THE CITY'S FOUR PROCESS REVIEWS; AND FOR OTHER PURPOSES.

WHEREAS, the City of Atlanta seeks qualified firms to perform Process Reviews and Re-Design of the Citywide processes for procurement, customer service, technology management and human resources.

WHEREAS, the City has issued the following solicitations: FC-7398-02; City of Atlanta Process and Review and Redesign of the Procurement Process FC-7399-02; City of Atlanta Process Review and Redesign of Customer Service; FC-7431-02; Process Review and Redesign for Personnel and Human Resources; and FC-7400-02 City of Atlanta Process Review and Redesign of the Technology Management process ("process reviews" **see Attachment A**).

WHEREAS, Section 1-102 of the Atlanta City Code provides, among other things, that the City of Atlanta shall have the power to accept or refuse gifts, donations, bequests, or grants from any source for any purpose related to the powers and duties of the City and the general welfare of its citizens, on such terms and conditions as the donor or grantor may impose.


WHEREAS, a foundation desires to donate to the City of Atlanta funds for the payment of the process reviews, including the publications of the final reports from the process reviews, and other related costs.

WHEREAS, the donations received from a foundation will be deposited into a dedicated Trust Fund.

WHEREAS, the Program Management Office in the Mayor's Office will act as the principal administrator of the account.

NOW THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF ATLANTA, AS FOLLOWS:

SECTION 1: The City of Atlanta has the power to accept or refuse gifts, donations, bequests, or grants from any source for any purpose related to the powers and duties of the City and the general welfare of its



citizens, on such terms and conditions as the donor or grantor may impose.

SECTION 2: A foundation desires to donate funds to the City of Atlanta for the payment of the process reviews and other related costs.

SECTION 3: It is in the best interest of the City to accept donated funds for the purposes of the payment for the process reviews, currently being procured in the following procurement: FC-7398-02 City of Atlanta Process and Review and Redesign of the Procurement Process; FC-7431-02 City of Atlanta Process Review and Redesign of Customer Service; and FC-7400-02 City of Atlanta Process Review and Redesign of the Technology Management Process.

SECTION 4: Expense payments are to be expended from said Trust Fund, subject to the grant agreement. No part of the funds donated by private corporations, foundations and donors shall be used for any other purpose.

SECTION 5: That the Chief Financial Officer be and is hereby authorized to account for these funds within the Trust Fund.

SECTION 6: That the Mayor is authorized to execute all documents necessary to accomplish acceptance of the foregoing donations.

A true copy,

Rhonda Daughkin Johnson
Municipal Clerk, CMC

ADOPTED by the Council
APPROVED by the Mayor

MAR 18, 2002
MAR 26, 2002

Attachment A



CITY OF ATLANTA

SHIRLEY FRANKLIN
MAYOR

55 TRINITY AVENUE, S.W.
ATLANTA, GEORGIA 30335-0300
TEL (404) 330-6100

March 13, 2002

Mr. Sam Williams
President and CEO
Greater Atlanta Chamber Foundation
235 Andy Young International Boulevard
Atlanta GA 30303

Re: Grant Request For the Process Reviews

Dear Mr. Williams,

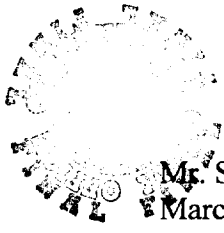
The Franklin Administration has inherited a City government in need of dramatic improvement through restructuring and revitalization. To accomplish this task will require new partnerships, new investments, and a new way of delivering City services.

The first step in the rebuilding process is to conduct four management audits (or process reviews), which cut across department lines. We anticipate the process reviews will cost approximately \$3 million. The City hereby requests the Greater Atlanta Chamber Foundation to fund the reviews. This investment by the business community will help the Mayor build a government *responsive to the needs of its citizens – a City government that will make us proud*. The payback resulting from improved city operations will significantly outweigh the cost of the process reviews.

Process Review and Re-designs

To improve City effectiveness, in any of the 12 departments or citywide, will require qualified personnel, updated systems and processes, a procurement process for goods and services that is fair and competitive and customer service that meets the customers needs. To address this, the City has developed a process review structure for the following citywide functions:

- Human resources
- Procurement
- Customer service
- Technology management



Mr. Sam Williams

March 13, 2002

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The City expects to begin the process reviews in April 2002 and finish in July 2002. Implementation will begin immediately under the leadership of the Mayor, as overseen by a newly established Program Management Office ("PMO"). The PMO will be active during the Franklin Administration.

The PMO is responsible for the process reviews, the policies and procedures that will govern the implementation of all recommendations by the departments, and the change management program for the Mayor's four-year term. A senior manager will lead the PMO from an international strategy-consulting firm. This leader will join the Mayor's Office on March 20, 2002.


Copies of the four Requests for Proposal are attached to this request.

Outcomes from the Process Reviews

With my leadership, the City is committed to the following outcomes from the four Process Reviews:

- A reorganization of City government (possibly to include a consolidation of City departments)
- Significant improvements in the way the City procures goods and services that will increase competition among vendors and the quality of firms who do business with the City
- A performance scorecard by which the Mayor can hold the department heads and others accountable for implementing recommendations and re-designing these major processes
- Comparisons of benchmarks and best practices from entities comparable in complexity to the City
- Significant changes in the way the City manages and rewards its employees that will decrease turnover and increase the quality and productivity of the workforce
- A game plan for developing a customer service culture and moving to a consolidated City Call system
- Significant changes in the way the City manages technology; an investment plan for improvements in technology over the next four years
- A change management program driven by a professional PMO

We are open to all recommendations to improve city services and their effectiveness at the lowest possible cost. Nothing is off the table, including further reductions to the City's payroll, elimination of redundant functions and processes, and significant restructuring of City departments and organizational structure.



Mr. Sam Williams

March 13, 2002

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The firms performing the process reviews will make recommendations concerning potential revenue enhancements. However, more emphasis will be placed on savings and efficiencies than increasing revenues.

Use of the Funds

The City wants to begin the process reviews as quickly as possible so that the recommendations from the process reviews can either be implemented quickly or included in the 2003 budget process. To accomplish this, the City requests the contribution from the Greater Atlanta Chamber Foundation no later than March 18, 2002.

The funds will be accounted for in a trust fund set up by the City and governed by this agreement. The funds can be used by the City to pay for:

- The process reviews, as described above
- Any change orders that may be necessary for scope changes as the process reviews are being conducted
- Reasonable costs of making the final reports available to the public

The City will make the final reports available to the public when they are completed by the consulting firms and accepted by the Review Panel. Based on the current schedule, the City believes that will occur in July or August 2002.

The Mayor and the PMO will meet with the Greater Atlanta Chamber Foundation on a quarterly basis to discuss the progress of the process reviews, the recommendations from those reviews and other appropriate matters.

A final report concerning the expenditures paid by the trust fund would be prepared for the Foundation for the period from inception to December 31, 2002.

Thank you for your consideration of this request and for your continuing partnership in making Atlanta a great place to live and work.

Sincerely,



Shirley Franklin

Attachments

RCS# 3628
3/18/02
3:49 PM

Atlanta City Council

Regular Session

CONSENT I

Pgs 1-13; Except 02-O-0167; 02-O-0458

ADOPT

YEAS: 11
NAYS: 1
ABSTENTIONS: 0
NOT VOTING: 3
EXCUSED: 0
ABSENT 1

SEE ATTACHED LISTING OF
ITEMS ADOPTED/ADVERSED
ON CONSENT AGENDA

Y Smith	Y Archibong	Y Moore	NV Mitchell
Y Starnes	Y Fauver	B Martin	Y Norwood
NV Young	Y Shook	Y Maddox	Y Willis
Y Winslow	Y Muller	N Boazman	NV Woolard

ITEM (S) REMOVED FROM
CONSENT AGENDA
02-O-0167
02-O-0458

CORRECTED COPY

CONSENT I

03/18/02 Council Meeting

**ITEMS ADOPTED
ON CONSENT
AGENDA**

1. 02-O-0361
2. 02-O-0456
3. 02-O-0465
4. 02-O-0466
5. 02-O-0468
6. 02-O-0469
7. 02-O-0335
8. 02-O-0336
9. 02-O-0462
10. 02-O-0342
11. 02-O-0378
12. 02-O-0251
13. 02-O-0324
14. 02-O-0346
15. 02-O-0254
16. 02-O-0352
17. 02-R-0165
18. 02-R-0382
19. 02-R-0407
20. 02-R-0483
21. 02-R-0484
22. 02-R-0194
23. 02-R-0482
24. 02-R-0252
25. 02-R-0388
26. 02-R-0391
27. 02-R-0409

**ITEMS ADOPTED
ON CONSENT
AGENDA**

28. 02-R-0446
29. 02-R-0448
30. 02-R-0449
31. 02-R-0472
32. 02-R-0395
33. 02-R-0406
34. 02-R-0412
35. 02-R-0413
36. 02-R-0414
37. 02-R-0415
38. 02-R-0416
39. 02-R-0417
40. 02-R-0418
41. 02-R-0419
42. 02-R-0420
43. 02-R-0421
44. 02-R-0422
45. 02-R-0423
46. 02-R-0447

**ITEMS ADVERSE
ON CONSENT
AGENDA**

47. 02-R-0410
48. 02-R-0411
49. 02-R-0424
50. 02-R-0425
51. 02-R-0426
52. 02-R-0427
53. 02-R-0428
54. 02-R-0429
55. 02-R-0430
56. 02-R-0431
57. 02-R-0432
58. 02-R-0433
59. 02-R-0434
60. 02-R-0435
61. 02-R-0436
62. 02-R-0437
63. 02-R-0438
64. 02-R-0439
65. 02-R-0440
66. 02-R-0441
67. 02-R-0442
68. 02-R-0443
69. 02-R-0444
70. 02-R-0445

02-A-0484

(Not to be Filled In This Line)

AN AMENDED RESOLUTION

BY: FINANCE/EXECUTIVE COMMITTEE

AUTHORIZING THE MAYOR TO ACCEPT DONATIONS FROM A FOUNDATION ON BEHALF OF THE CITY FOR USE BY THE CITY TO PROVIDE FUNDING FOR THE CITY'S FOUR PROCESS REVIEWS; AND FOR OTHER PURPOSES.

ADOPTED BY

MAR 18 2002

COUNCIL

- ☐ CONSENT REFER
- ☐ REGULAR REPORT REFER
- ☐ ADVERTISE & REFER
- ☐ 1st ADOPT 2nd READ & REFER
- ☐ PERSONAL PAPER REFER

Date Referred

Referred To:

Date Referred

Referred To:

Date Referred

Referred To:

First Reading

Committee _____
Date _____
Chair _____
Referred to _____

Committee <i>FINANCE/EXEC</i>	Committee
Date <i>3-13-02</i>	Date
Chair <i>James A. [Signature]</i>	Chair
Action: <i>Fav, Adv, Hold (see rev. side)</i>	Action: Fav, Adv, Hold (see rev. side)
Other: _____	Other: _____
Members <i>[Signatures]</i>	Members
Refer To	Refer To

Committee	Committee
Date	Date
Chair	Chair
Action: Fav, Adv, Hold (see rev. side)	Action: Fav, Adv, Hold (see rev. side)
Other: _____	Other: _____
Members	Members
Refer To	Refer To

FINAL COUNCIL ACTION

- ☐ 2nd
- ☐ 1st & 2nd
- ☐ 3rd
- ☐ Consent
- ☐ V Vote
- ☒ RC Vote

CERTIFIED

CERTIFIED

MAR 18 2002

ATLANTA CITY COUNCIL PRESIDENT

Catherine W. [Signature]

CERTIFIED

MAR 18 2002

Ruth [Signature]
MUNICIPAL CLERK

MAYOR'S ACTION

MAR 26 2002

[Signature]